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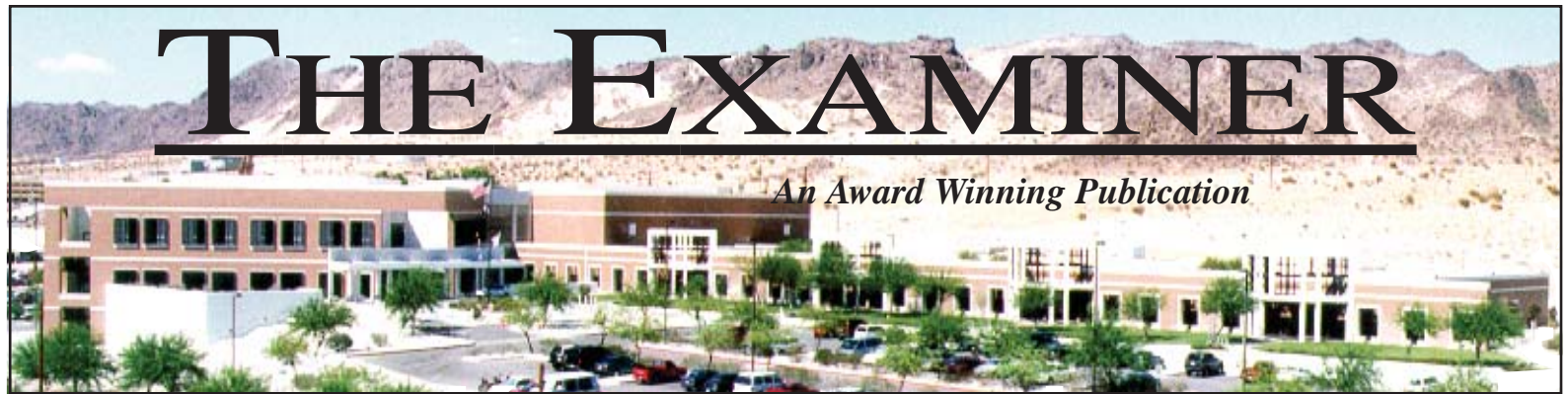
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<http://www.med.navy.mil/sites/nhtp/pages/default.aspx>

NHTP Hosts Regional Clinical Management Course

By Dave Marks, NHTP PAO

Fifty-three students from Navy Medicine West were aboard NHTP in classrooms four and five for a four-day Clinical Management Course March 13-16. "The purpose of the course is to give teams the skills, knowledge and ability as well as the tools necessary for making informed decisions," said Lt. Cmdr. Clemia Anderson, Director for the Clinical Management Course. Anderson stressed the roll of process improvement in gaining greater efficiencies, increased productivity and increasing access to care.

"In today's changing healthcare

environment, Navy Medicine and the Defense Health Agency (DHA) are constantly adapting to meet operational and peace-time healthcare requirements," said Lt. Laurabeth Brogdon. Lt. Brogdon, who helped organize NHTP's hosting of the course, continued, "The Clinic Management Course focuses on increasing the expertise of clinical leadership teams, providing the skills, knowledge and tools necessary for quality healthcare, in a fiscally responsible manner, in alignment with DHA and BUMED strategic initiatives. A variety of topics are offered, from military-health-systems overview to Performance Metrics and the Foundations of Clinic Management."

Lt. Cmdr. Anderson described this cohort of students as very diverse. "We have a lot of primary care individuals in this class," Anderson said. "This is a great opportunity for them to immerse themselves in the tenants of medical home. Each team culminates the week with a PI project. So each team will have a process improvement plan that they will take back to their respective medical facility."

Lt. Cmdr. Anderson, based at the Walter Reed National Military Center, conducts about 11 courses a year. "So every three weeks we do a different one," he said. "Last month we

were in San Diego. Next month we're going to Naples, Italy. After that we're going to Bremerton; and then we're going to Naval Health Clinic New England."

Anderson said they try to keep the students regional. NHTP hosted the West Coast Region with teams from Bremerton, Okinawa, and Camp Pendleton. Teams are generally composed of clinic managers and their leading petty officers, the department head and a registered nurse--individuals who will return to their respective medical centers with the ability to make decisions and implement change.

Mark Your Calendar for NHTP 2018 Denim Day

NHTP civilian staff have been authorized to participate in Denim Day, April 25, with the request to please participate tastefully.

Denim Day is a call to action for all people to come together by wearing denim as a visible sign of protest against sexual violence. The Sexual Assault, Prevention and Response (SAPR) team will be offering free coffee from 7:30-9:30 a.m. at NHTP and at the AMCC.

The campaign, now in its 19th year, was originally triggered when an Italian Supreme Court ruling was overturned because the justices determined the rape victim must have helped her rapist remove her jeans because they were so tight. The next day, women in the Italian Parliament came to work wearing jeans in solidarity with the victim.



Capt. Andrea Petrovanie, Senior Nurse Officer, Directorate for Branch Clinics, Naval Medical Center San Diego, offers insights into how good leadership creates high reliability and a culture of safety.



Hospital Corpsman Third Class Dylan Beck reenlisted for four more years on the Labor & Delivery deck at 5:30 p.m. March 14. Beck, originally from Durham, North Carolina, has been in the Navy for four years. By NHTP tradition, reenlisting Sailors are granted a 96-hour special liberty pass and a 72-hour special liberty pass to give to the Sailor of their choosing. HM3 Beck gave the 72-hour pass to HM3 Andrea Wilmot (right) and gave his own 96-hour special liberty pass to HM2 Yesenia Roman. Reenlisting Officer was Lt. Kathleen Chase.



Hospital Corpsman First Class Lisa Scott reenlisted for three more years April 2. Scott's hometown is Newton, Kansas. She is currently assigned as a staff Corpsman in the Emergency Department. Capt. Anthony Arita was the reenlisting officer.



Peace Lutheran Church has been making layette donations to NHTP for 16 years. On March 29 they delivered 66 more layettes (each package containing a sleeper and assorted items for new moms and babies) that will be distributed to families on MIND and MSW. L-R: HN Anthony Visnyei, HN Leslie Mahrer, Charlotte Spielberger, Paster Norville Chilman, Rev. Ron Cooley, Donna Chilman, HN Keegan Federwisch, Lt. Cmdr. Mary King, Sandy Schwendler and HN Kimo Peralta.

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Department in the Spotlight: NHTP Multi-Service Ward (MSW)

By Hospital Corpsman Third Class Alexandria Agudelo

Multi-Service Ward staff come from all different walks of life. Personal experience shapes each person, and we all arrive with our own motivations and personal outlook. Some of our staff arrived from a neonatal intensive care unit (NICU), others from behavioral health, one from an intensive-care unit (ICU). We all share the same mission: Saving lives.

Many of us have come face-to-face with hardship, death, and fear, yet we strive to deliver compassionate, professional care with an emphasis on safety and attention to detail. We are a team of general-schedule civilians, contractors and active-duty military--all with something unique to offer and all with a

shared mission.

The Multi Service Ward at Naval Hospital Twentynine Palms is a small unit that has learned big things. We have gathered the ability through each person's experience to form solutions that keep patients our number-one priority. In our culture of safety, individual contributions are valued. Our leaders build confidence by empowering and strengthening their subordinates; and in that way, they create tomorrow's leaders. Our leaders build in us a hunger for success and a taste for change; and we, in turn, push forward seeking new solutions and greater efficiencies.

The mission on the Multi-Service Ward (MSW) is the same as the Command's:

"Support readiness by delivering high-quality, efficient, patient-centered care to those entrusted to us." Multi-Service Ward staff readily welcome each new admission from the Emergency Department, each post-operative patient from the Post Anesthesia Care Unit, each post-partum couplet from our labor and delivery ward, each pediatric patient from the Family Medicine Clinic and each outpatient we see on week-ends. MSW truly is a multi-service ward as we actively take care of every patient population that enters our community hospital.

MSW takes pride in caring for every patient population, but this also creates one of our greatest challenges. Our staff members are inundated with

professional development classes to meet the demands of each population. On this unit, each nurse and Corpsman strive to be certified in BLS, ACLS, PALS, NRP, STABLE and breastfeeding education. This level of training and development takes a toll on our staffing ratios and morale. Thankfully, MSW strives to better each member to become the best that they can be.

2017 was a year of challenges for the MSW. MSW received new leadership with the addition of Lt. Cmdr. Betsy Albers as Department Head; and with Hospital Corpsman Second Class Gustavo Domingueztrejo stepping into the Lead Petty Officer (LPO) position. MSW successfully navigated The Joint Commission inspection with zero findings, with much credit going to our civilian nurses, Ms. Tamara Estes and Ms. Jennie Pyle, who completed chart reviews with the surveyors, and demonstrated nursing initiatives such as utilizing contact precautions prior to a medical order being placed, and identifying the side effects of medications infrequently prescribed on MSW.

Eight Process Improvement projects have been completed this year on the MSW. Each PI project was completed by a smaller representation of our team. Corpsmen, civilian, and military staff initiated and worked on each initiative. MSW's successful Process Improvement initiatives reflect the can-do culture of personal initiative that exists in this department. All of us are

invited to participate in a feedback-rich environment where we are encouraged to speak up and identify problems or areas for improvement. Each voice is of equal importance. We build each other up. We recognize each other's strengths and endeavor to bolster them. In our department, we are collaborative, which makes all of the difference in managing challenges.

Our process improvement projects led to the unit going from an 83 percent patient-satisfaction rate to a 98.3 percent rate. We changed one little thing: Increasing patient involvement. By improving the means of our patients' education on admission and discharge they become conversant in what is wrong as well as with our recovery plan. By changing our SBAR (Nurse turnover) process, we focus on the bedside report, involving the patient with the plan for the day and encouraging each patient to add his/her own goals for the patient-care plan.

Change through process improvement can inspire confidence as more efficiencies are recognized. MSW has a culture of individual responsibility. Our team huddles emphasize each staff member's input. We readily ask questions and discuss the plan for the day, as each day brings its own set of challenges. MSW's charisma and teamwork are admired and emulated throughout the hospital. When you arrive on MSW, you will be greeted with a smile and a promise: We will deliver to you the best care possible.



L-R: H1CM Jeffrey Coslett, Lt. Michelle Garton, Rear Adm. Gayle Shaffer, Lt. Cmdr. Betsy Albers, Hospital Corpsman Third Class Joseph Lujano and Hospital Corpsman Third Class Alexandria Agudelo. Rear Adm. Shaffer and H1CM Coslett were visiting the hospital and toured MSW on March 15.

Awardees...

The following awards were presented during the First Friday Award Ceremony, March 2, 2018, in NHTP Classrooms 4 & 5. Hospital Commanding Officer, Capt. Nadji Hariri was the presenting officer with Executive Officer, Capt. Patrick Amersbach, and Acting Command Master Chief Daniel Gonzalez.



Lt. Amanda Boudreaux is presented with a Letter of Commendation in recognition for her selection as, Navy Medicine's Audiology Officer of the Year for 2017.



Mr. Ricardo DeLuna is presented with a Federal Length of Service Award in grateful recognition and appreciation for his 10 years of faithful service to the federal government.



Hospital Corpsman Third Class Eric Mosey is presented with a Letter of Appreciation.



Logistics Specialist Third Class Christian Murmer is awarded the Navy and Marine Corps Achievement Medal.



Directorate for Administration, following Uniform Inspection March 23.



NHTP Town Hall at Ocotillo Housing Community Center



Above: Lt. Alexandra Ford, staff pediatrician in NHTP's family medicine clinics, presented information at the NHTP Town Hall Meeting March 29 titled, "Children and Media--How much is too much?" Lt. Ford discussed the latest findings from the American Academy of Pediatrics regarding recommended amounts of screen time, media and sleep and media and obesity. Ford noted that today's children on average spend seven hours and 38 minutes per day using some form of media (television, smart phone, computer, etc.), "Almost as much time as we spend at work." She also noted that 74 percent of seventh graders through 12th grade are on some form of social media site. For children younger than two years, avoid media altogether, Ford noted. The one exception for this age group allows video chatting with a loved one, perhaps a deployed parent or distant grandparents. Dr. Ford stressed parental involvement. "Use the media together with your children; don't just let them explore it themselves," she said. For 18-24 months, high quality video, e.g., Sesame Street, for one hour per day, and co-viewing with parents, is the recommendation. Dr. Ford also noted that eliminating media screens in the bedroom will help children sleep better. Not only do the blue screens disrupt sleep patterns, sometimes having a phone on the bedstand that is getting alerts, can be disruptive. Heavy parental media use is associated with fewer verbal and nonverbal interactions with children. For children five- to 18-years-old, the recommendations aren't as definitive. "We do need to recognize the prevalence of technology and media in our society and personalize use for the individual child based on developmental stage, age, health, temperament. And most importantly, making sure their use of media doesn't interfere with other things, such as school, relationships and responsibilities. As difficult as it sounds, Dr. Ford recommended co-viewing with this age group as well, taking into account the safety issues. There are definite benefits to media, Dr. Ford stated. "It gets us close to new ideas and information. "There's really good stuff out there," she noted, but paused and also noted, "there's also really bad stuff. "It raises awareness about current events and issues; and at the push of a button, you can find out what's happening on the opposite coast." Bottom line parents: Stay involved, informed and engaged with your children.



The Women's History Month Town Hall, held in Classrooms four and five March 29, was titled, Honoring Women Who Fight All Forms of Discrimination. It was presented by the NHTP Diversity Committee and featured a panel discussion. "Staff engaged in an interactive and personable back and forth, learning how fellow colleagues overcame adversity to succeed in their career paths," said Lt. Michael Kantar. Town Hall panelists: Ms. Danielle Vasquez, HMI Tia Brown, Ms. Vanda Stanley, Lt. j.g. Elena Williams, Ms. Catherine Winsor and Lt. Carolynn Hine.



NHTP's Health and Wellness Expo was held March 29 in the NHTP Atrium. The event was well attended by active duty service members, retirees, family members and civilian staff stopping by the 15 activities and organizations to learn about enhancing their personal health and wellness.

Introducing New Staff -- Welcome Aboard!



Ms. Meredith McTague

Ms. Meredith McTague is originally from Charlotte, North Carolina. She's lived in the high desert for about nine months, in company with her husband, an instructor at the Marine Corps Communication-Electronics School. "With all of the reach out to the community, we really like it here," she said. McTague is a pharmacy technician in the NHTP Pharmacy. She's been working in pharmacies since high school when a pharmacist she knew offered her a job. She began with on-the-job training and decided after working on her Associate's degree that she could become certified through the MyCAA scholarship program, which provides up to \$4,000 for eligible military spouses who are seeking a certificate or degree. The McTagues live in Twentynine Palms with their two dogs, an Akita/Labrador mix and an eight-week-old full Akita puppy, which Ms. McTague said is a handful. For hobbies they enjoy outdoor activities, hiking and traveling.



Mr. Thomas Porter

Mr. Thomas Porter is the new NHTP custodian. He arrived from food services at Camp Wilson where he has worked for the past eight years. He said the work was intense "with a lot of running around" and as much as \$9,000 in cash register sales per shift. Hometown is Jacksonville, North Carolina. The son of a U.S. Marine Corps 1st Sergeant, Porter attended Twentynine Palms High School. Prior to working at Camp Wilson, Porter worked for the Stater Brothers grocery chain for six years. A newcomer to the Navy Hospital, Porter said he finds the hospital atmosphere "pleasant." Porter states his career goal as "just wanting to make a decent amount of money and be happy doing it." The Yucca Valley resident enjoys playing drums and engaging in jiu jitsu. A brown belt, he trains in Twentynine Palms, Yucca Valley and down the hill. Porter said he's looking forward to learning the ropes and doing his job well.



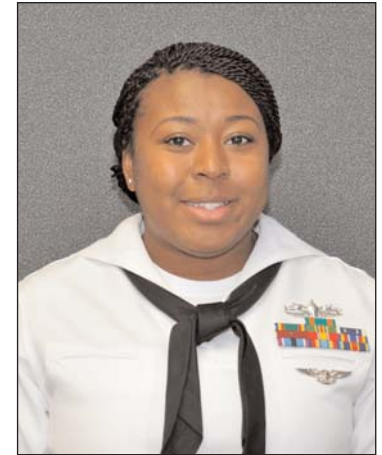
CS1 Praneel Narayan

Culinary Specialist First Class Praneel Narayan arrived fresh off the USS Macon Island (LHD-8), his first assignment, serving five and a half years of sea duty. Now assigned to the NHTP Galley, he is at his first shore-side assignment. "Sea duty is a great experience," he said. "I learned a lot and traveled to a lot of different countries." It's better to be at sea first and then get shore duty, "because you get to see the world and experience the sea life, he said. On the USS Macon Island, Narayan rose through the ranks from Seaman recruit to Petty Officer First Class. Originally from the Republic of Fiji, Narayan moved to San Francisco when he was nine. He joined the Navy when he was 19 "to see the world and for the education benefits." Narayan intends to make Chief, earn his Associates degree and then work on his four-year degree. Narayan is here with his wife, also from Fiji. For hobbies he enjoys soccer, cooking, movies, swimming and running.



Lt. Joshua Corpus

Lt. Joshua Corpus arrived from Yokosuka, Japan, where he was assigned to the USS Fitzgerald (DDG-62) as force protection officer. He was in his rack in the early hours of June 17, 2017, when the Fitzgerald was involved in a collision with a container ship. Seven Sailors were killed and others were seriously wounded, including the commanding officer. "I thought we were under attack," Corpus said. "I went down to my room to peak in and I could see outside." He then went to the bridge where he helped coordinate the response. Corpus spent two years on the USS Fitzgerald. He's been in the Navy for five years. Hometown is Jacksonville, Florida. At NHTP, he's the new industrial hygiene officer for the Directorate for Public Health. He's here with his wife and 10-month-old son. Corpus has a Master's degree in Public Health and an undergraduate degree in biology. Hobbies include painting (acrylics) and being with his family.



HM3 Stephanie Allen

Hospital Corpsman Third Class Stephanie Allen arrived from Naval Hospital Naples, Italy, where she worked in facilities management before transferring to the Emergency Department. Allen said she much preferred the ER. She's been in the Navy for eight years. Hometown is Riverview, Florida. She initially joined up out of a sense of adventure and to see the world. Allen didn't start thinking about the education benefits until later, but now sees them as a definite plus. She's working on her Associate's degree in psychology "because she loves to study how the brain functions." and wants to get an undergraduate degree in healthcare management. Prior to Naples, Allen served on the USS George Washington (CVN-73), where she was LPO for basic military readiness. She said she loved sea duty. At NHTP, Allen will be assigned to Branch Clinics, likely working at the AMCC. Hobbies include horseback riding, shopping, reading and traveling.



The NHTP Third Annual Process Improvement Fair was held March 6 in the Clinic A waiting area. Twenty posters were submitted from directorates throughout the command. The Multi-Service Ward took, represented by HM3 Alexandria Agudelo, won both first and second place; and Staff Education and Training, represented by Lt. Cmdr. Derrick Lebeau, won second place. To see all of the PI project posters, please visit the NHTP Sharepoint, go to Special Assistants, and click on PAO.



Most Reverend Neal J. Buckon, Bishop, The Archdiocese for Military Services, USA, toured the Robert E. Bush Naval Hospital March 26. He paused to deliver a blessing to the Emergency Department and its staff. He was on board the Combat Center the previous Sunday to deliver two Catholic masses.

Ms. Catherine Winsor, NHTP Patient Safety Officer, had a clear objective and plan for addressing Patient Safety Week: Start with a flourish, end with a bang. The week commenced with a cake cutting ceremony featuring patient-safety champions and a recitation of the history and intent of Patient Safety Week read by Chief Medical Officer, Cmdr. Mark Lund. Later in the week the Patient Safety Jeopardy Challenge was held in Classrooms 1 & 2. Each contestant answered a number of questions related to patient safety, subject matter experts around the command, Navy knowledge, military movies and sites to see around Twentynine Palms. The Directorate for Medical Services won first place in this challenge. The week culminated with the Directorate Patient Safety Amazing Race. Six teams representing DFA, DNS, DPH, DCSS and DSS scrambled to find and complete the patient safety challenges spread throughout the command. Challenge themes included medication safety, HRO structure, Universal Protocol and Surgery, infection control, dietary tray prep, who's who and National Patient Safety Goals. First-place winners in the Amazing Race were Lt. Carolyn Hine and Lt. j.g. Elena Williams, representing the DFA.

Top right: 1st, 2nd and 3rd place winner in the Patient Safety Amazing Race were: Team DFA1 (Lt. Hine and Lt. j.g. Williams); Team DFA2 (HM3 Jomar Jean, HN Tyler Kimble); Team DSS (HN Tom Sailors, HN Isis Aguire). Right: Lt. j.g. Elena Williams and Lt. Carolyn Hine are quizzed by HM3 Joseph Lujano on Universal Protocol Surgery questions with the additional challenge of successfully playing Operation.



Rear Adm. Gayle D. Shaffer, Director Health Services, Headquarters, U.S. Marine Corps/Medical Officer of the Marine Corps/Chief, Navy Dental Corps, visited and toured the Naval Hospital March 15. Hospital Corpsman Second Class Nelson Deguzman gave her an overview of the NHTP Pharmacy.



